PC-EFTPOS
Reference Guide

PX328

NPT-710

Version 1.08
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PC-EFTPOS Contact Details

PC-EFTPOS office hours are Monday to Friday, 8:30am to 5:30pm EST.

- PC-EFTPOS Reception: Phone (02) 9998 9800
- PC-EFTPOS Website: http://www.pceftpos.com/
- Support Website: http://support.pceftpos.com/
- General Enquiries Email: support@pceftpos.com.au

Introduction

The PC-EFTPOS terminal allows online transactions to be processed for Debit Cards (Savings and Cheque accounts), Credit Cards (Bankcard, Visa and MasterCard) and Charge Cards (American Express, Diners Club and JCB)
The features of PC-EFTPOS include:

- Process Purchases, Cashout, Refunds
- Process Mail/Telephone Order Transactions
- Integrate to POS
- Standalone EFTPOS terminal (model NPT710 only)
- PSTN, Argent ISDN or WAN communications

Using PC-EFTPOS with a POS

When PC-EFTPOS is configured to be used with a POS, all the EFTPOS functionality is initiated through the POS. Consult your POS vendor on the operation of EFTPOS through your POS.

When configured in Standalone Lite Mode PC-EFTPOS offers a limited functionality standalone EFTPOS pinpad. Depending on the model the pinpad can be configured to use the internal modem or an external connection via a PC.

Westpac Specific Details

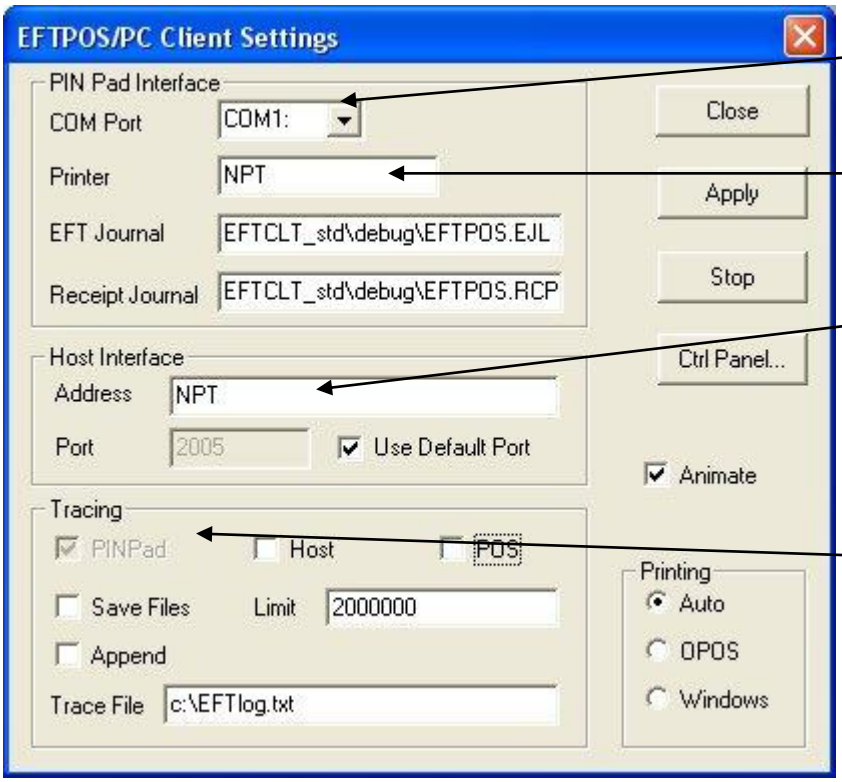
- Westpac Help Desk Number: 1800 029 749
- Requires a terminal ID (8 digits), Merchant ID (8 digits)
- Dial-up system uses TPDU headers. The default NII is 020

Terminal Functionality Supported by Westpac

Functionality	
EFTPOS Functionality:	Westpac
• Purchase	✓
• Cash Out	✓
• Refund	✓
• MOTO processing	✓
• Pre-Authorisation	✓
• Completion	✓
• Tipping	
• Training Mode	✓
• Balance Enquiry	
• Voucher Entry	
• Electronic Fallback (EFB)	✓
• EMV processing	
Settlement Options	
• Settlement	✓
• Pre-Settlement	✓
• Last Settlement	
• Sub-Totals	
• Summary Totals	
• Shift Totals	✓
Hardware Options:	
• PX318 Pinpad	
• PX328 Pinpad	✓
• PX368 Pinpad	
• NPT Terminal	✓

PC-EFTPOS Overview

EFT-Client Settings:



COM port: that the pinpad is plugged into.

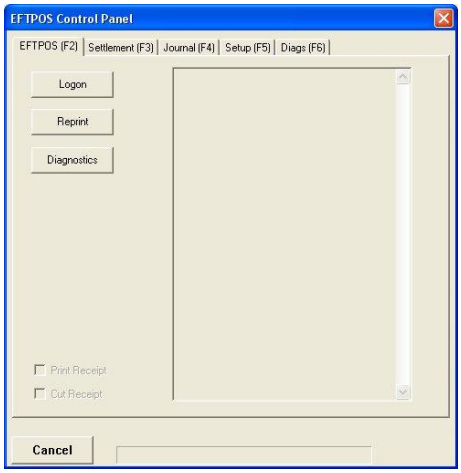
Printer: (Not used when POS is printing). NPT denotes using the internal printer of NPT

Host Interface: This is normally blank. It is the IP address of the EFTSRV which is normally on this machine. NPT indicates to use the internal NPT modem.

Tracing: This is enabled by default and records information on the hard-drive to help us track down any issues.

EFTPOS Control Panel

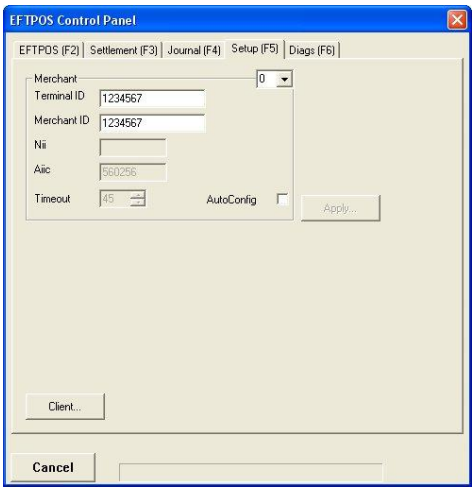
Press the control panel button on the Client settings page (above) to activate the control panel.



Logon: Performs a logon to the host

Reprint: reprints last receipt

Diagnostics: Provides reports on s/w configuration and version



Setup Page:

Enter terminal details.
Press APPLY and then 7410 as the password

PC-EFTPOS Hardware Installation

PX328 EFTPOS PINpad

Supplied Equipment with terminal:
EFTPOS PINpad
PINpad Power Supply

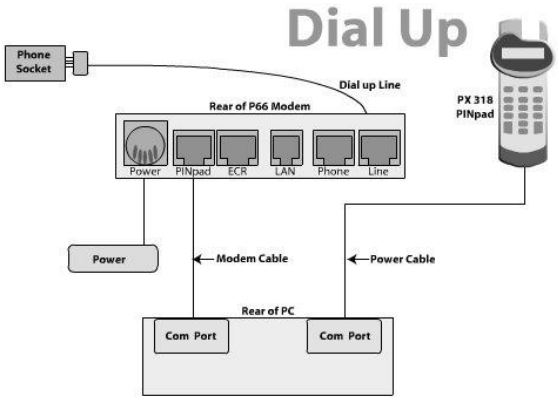
Installation Steps
1. Plug the supplied power adaptor into a power point
2. Connect the power supplies DB9 connector into the PC Com Port that will be used for the PINpad
3. Plug the PINpad into the RJ45 connector on the powered adaptor

NPT-710 EFTPOS Terminal

Supplied Equipment with terminal:
NPT-710 Terminal
Power brick and cord
POS connector cable (RS232 Cable)
Dial-up phone cable

Installation Steps
1. Power the terminal. Connect the brick and cord then plug into a power point.
2. Connect the power adaptor to the power socket on the back of the terminal
3. Connect the RS232 cable (supplied) to the COM port on the back of the PC (normally COM 1)
4. For a terminal integrated to a POS, connect the other end of the RS232 cable to the RS232 connector on the back of the terminal. (The slot next to the power supply)
5. If the terminal is using the internal modem, plug the phone cable in to the phone connector on the back of the terminal.

P66 Dialup Modem



Supplied Equipment:

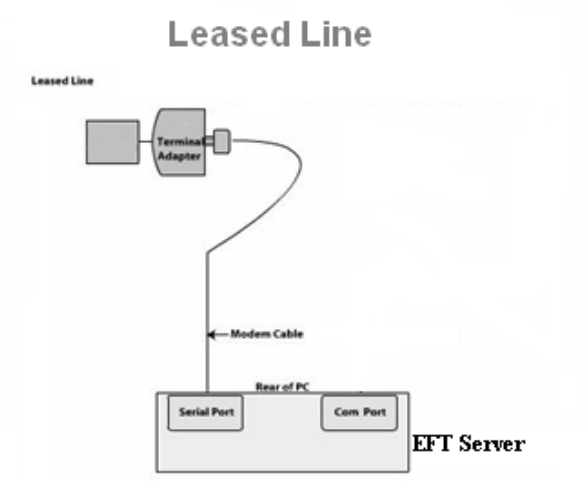
- P66 Modem
- Power brick and cord
- P60 Load Cable (Modem cable)
- Dial Up Phone Cable

Installation Steps

1. Power the P66 modem
2. Connect the power adaptor to the power socket on the back of the modem, and plug the cord into a power socket.
3. Connect the P60 Load cable (modem cable) into the "PINpad" slot and the other end to the com port on the pc.
4. Connect the Dial Up phone cable into the "Line" slot and the other end into the phone socket in the wall.

Telstra Argent Terminal Adapter

Telstra use an ATA. Optus supply an MTA.
PC-EFTPOS connects to both devices the same way.



- Argent does not need a P66 modem
- The connection from ATA to PC is via a standard 25-pin to 9-pin RS232 modem cable. This is generally not supplied by Telstra and will need to be purchased separately.
- See back-plate of ATA for correct connection of RS232 cable.
- You will need your "POSAME" or "Argent Terminal ID" when installing the Telstra ATA. You can get this number from Telstra or your bank. The Telstra Argent help desk number is 1300137100 option 4. Ensure you have your Argent line number ready when you call.

Argent Enhanced Terminal Adaptor Back-plate

RS232 cable connects to here

PC-EFTPOS Software Installation

1. Install Terminal

See Hardware Installation for PINpad.

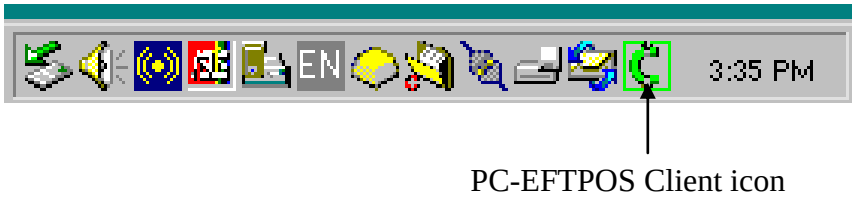
2. Install Software

If the POS does not have the latest PC-EFTPOS software installed, install the software from the PC-EFTPOS installation CD, or the setup file available for download from our website.
Follow installation wizard closely.

3. Configure Terminal

To configure the terminal, either

- Press FUNC, 7410, ENTER, 1 and then enter the Terminal ID (8 digits) and then 2, ENTER and enter the Merchant ID (8 digits).
- From the Client Control Panel, go to the setup page and enter the details and press APPLY. The confirmation password is 2468



PC-EFTPOS Client icon

OR

Consult your POS provider to see how the details are entered into the POS

6. TMS Logon

You must complete a successful TMS logon before you can attempt a bank logon. To do the TMS logon press the FUNC key on the pinpad and type 102 then press ENTER. Type in 3824 for the "Access Code" and press ENTER. The TMS logon will start. The TMS logon may take 5 minutes to complete.

5. Bank Logon

Open the PC-EFTPOS EFTPOS Control Panel and click on the "Logon" button.

6. Ready to Go

If the previous steps were successful the PINpad is ready to use.

Function Key Menu's

To access the functions, press the FUNC key on the pinpad when the terminal is in its IDLE mode. The following function menus are available:

Function Number	Description
3824	View terminal config
11112222	Switch to standalone mode
11112223	Configure Standalone mode
11112224	Configure Idle Display
11112225	Show or Hide EFTPOS Menu for standalone Mode
11113333	TMS Logon
11113334	TMS Configuration for PC-EFTPOS TMS
11114440	Show EFT-Client on POS
11114441	Show EFTSRV on POS
11114442	Show EMS-client on POS
11114455	N-TMS only
11114456	Set Date/Time in terminal
2 + 3824	TMS Configuration
4 + 3824	Turn Auto Settlement receipt printing ON/OFF
10 + 3824	Set Date/Time
102 + 3824	TMS Logon

3824 - (Maintenance Functions - Display Only)

Option	Description
0	Display S/W Version
1	Display TID
2	Display MID
3	Display PPID
4	Tran$end ID
5	SAF and TIP count.
8	Display Dallas Version
9	Card Read Test

99 + 787237 + 9 +

Option	Description
1	Memory Reset
2	Clear Batch
6	Clear All Reversals

11112224 - Configure idle mode

Terminal display	Comment
FUNCTION ********	Press **[FUNC]** then enter **[1] [1] [1] [1] [2] [2] [2] [4]** and press **[ENTER]**.
ENABLE IDLE MODE?	If the operator selects [ENTER], the terminal will revert to Idle mode after a defined timeout when in Standalone-lite mode.
ENABLE IDLE IMG	Pressing [ENTER] will allow the terminal to display its customer logo on the Idle screen.
DISPLAY THE DATE	Pressing [ENTER] will display the current date on the bottom line of the Idle display
DISPLAY THE TIME	Pressing [ENTER] will display the current time on the bottom line of the Idle display
IDLE TIMEOUT -10 20 +10	This allows the setting of the Idle Timeout. The middle value indicates the current value (inc seconds). Selecting the function key under -10 decreases the value by 10 and the function key under the +10 increases the value by 10. Pressing [ENTER] selects the new value

11112222 - Invoke Stand-Alone Lite Mode.
This function will switch the terminal to/from standalone mode.

102, ENTER, 3824, ENTER - Connect to TMS
This function connects the terminal to TMS.

Standalone Mode

The NPT710 and PX328 support a simple standalone mode.

Configure Standalone Mode

1. If using the internal NPT modem, ensure Dial-up parameters are set up.
2. Configure Standalone Mode options (Function 11112223), refer to table below.
3. Switch to Standalone Mode by pressing [Func] button then enter, followed by 11112222 then enter. The terminal will prompt switch to standalone mode, press enter to accept.

Terminal display	Comment
	The merchant press **[FUNC]**.
FUNCTION ************	The merchant enters **[1] [1] [1] [1] [2] [2] [2] [3]** and press **[ENTER]**.
INTERNAL PRINT?	Pressing [ENTER] will enable the terminal to use the internal printer. Pressing [CLEAR] will allow the terminal to send receipts to the POS to be printed.
USE WINDOWS DEFAULT PRINTER?	If the operator selected [ENTER] from above, this will prompt. Select [ENTER] if the default Windows printer is to be used on the POS. Select [CLEAR] if the POS printer is to be used for printing.
INTERNAL MODEM?	Pressing [ENTER] will enable the terminal to use the internal modem. Pressing [CLEAR] will allow the terminal to use the POS to send messages to and from the bank.
JOURNAL TXNS?	If both Internal Print and Internal modem were both selected, this option will be displayed. It allows the terminal to journal the transactions to the EFT-Client on the POS. It should only be selected if the POS will be connected and the Eft-client is running.
PRINT SECOND RECEIPT?	Selecting [ENTER] will allow the standalone mode to prompt for the printing of a customer receipt after the merchant receipt has been printed. Selecting [CLEAR] will only print the customer copy of debit card receipts.
SWIPE START TRANSACTIONS?	Selecting [ENTER] will allow the standalone mode to start a transaction by the customer swiping a card or selecting the option from the menu, Selecting [CLEAR] will only allow a transaction to be started by the menu.

Using Standalone Mode

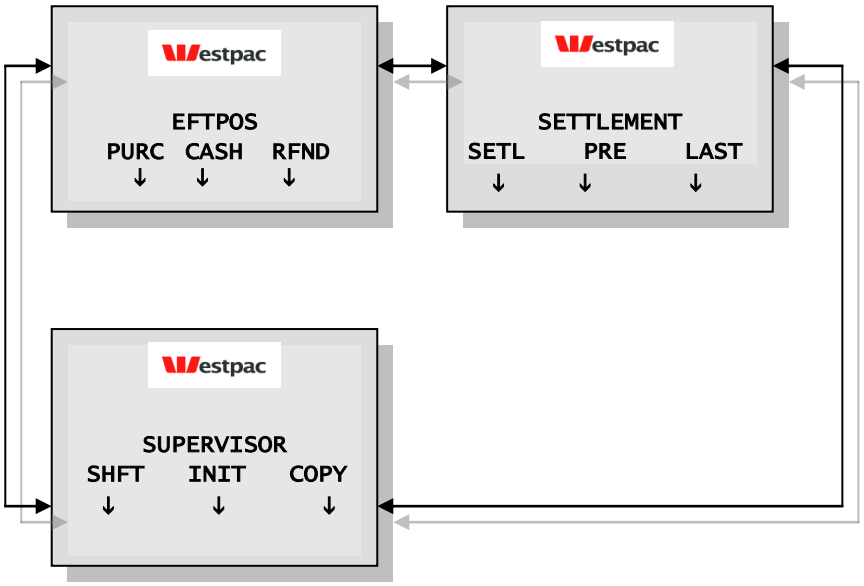
Terminal Menu Screens

The menu system represents the user interface for the terminal. The menu allows the operator to access all of the terminal functionality without the need for a POS system.

The terminals functionality is grouped with similar functions and is accessed via menus. A menu contains up to 3 menu items. Each of the menu items allows access to a function or sub menu. If the terminal as other applications installed, these menus will follow on from EFTPOS

Key	Description
ENTER	Cycles clockwise through the menus.
CLEAR	Cycles anti-clockwise through the menus.
CANCEL	Exit from Totals Sub-menu
CHQ	Selects the menu item directly above the soft function key.
SAV	Selects the menu item directly above the soft function key.
CR	Selects the menu item directly above the soft function key.

The diagram below illustrates the terminal's menu structure



System Timeouts

The PIN pad will support the following 'time outs' for its PCEFTPOS Client and Network interface:

PINPAD TIMEOUT	EVENT
3 seconds	PCEFTPOS Client ACK to PIN pad request
3 seconds	PCEFTPOS Client ACK to send Host message request
10 seconds	PCEFTPOS Client response to display request
10 seconds	PCEFTPOS Client response to print request
45 seconds	Host response to Financial Transaction requests
45 seconds	Host response to administration requests
45 seconds	Host response to Reversals and SAF uploads
60 seconds	Customer response to Card entry prompt
30 seconds	Customer response to Account prompt
60 seconds	Customer response to PIN entry prompt
180 seconds	PCEFTPOS Client response to insert slip request
120 seconds	PCEFTPOS Client response to verify signature request

PC-EFTPOS Generated Response Codes

CODE	DESCRIPTION	PINPAD DISPLAY
T0	PINpad is in the Idle mode awaiting a PCEFT Client request.	READY
T8	Invalid amount or zero amount (when not allowed) was received from the PCEFT Client System	TRAN CANCELLED SYSTEM ERROR
TB	No CPAT entry for swiped card.	DECLINED
TE	No cash out allowed on credit card sales.	DECLINED
TF	The pinpad is not logged on.	DECLINED SYSTEM ERROR
TH	Printer Error	
TI	The customer has exceeded the PINpad's time out limit.	TRAN CANCELLED OPERATOR TIMEOUT
TJ	TMS Init required.	TMS INIT REQUIRED
TL	The operator has cancelled the transaction because of an invalid signature.	DECLINED SIGNATURE ERROR
TM	The operator has cancelled the transaction when a card or PIN or Account retry prompt is being displayed.	TRAN CANCELLED BY OPERATOR
TQ	Expiry error.	DECLINED
TV	PINpad has a Reversal and cannot be re-configured	DECLINED REVERSAL PENDING
TX	The PINpad is unable to process the request because it is not	TRAN CANCELLED

CODE	DESCRIPTION	PINPAD DISPLAY
	ready or the Host has rejected a Reversal or Payment advice transaction.	CANNOT PROCESS
TY	Card rejected by Pinpad.	DECLINED
TZ	Account error.	INVALID ACCOUNT
X0	No answer was received from the Bank for the transaction request.	DECLINED NO RESPONSE
X4	The PINpad has received a Host message with an incorrect System Trace Audit Number (STAN).	DECLINED SYSTEM ERROR
X6	The PINpad has received a Host message with an incorrect Terminal Id.	DECLINED SYSTEM ERROR
X7	The PINpad has received a message from the Bank that failed its authentication.	DECLINED SYSTEM ERROR
X8	An error code has been returned from the Tran$end network - 'XX' represents the PDU error and 'YY' the PDU Code.	DECLINED SYSTEM ERROR
X9	A message with an incorrect length was received from the network.	DECLINED SYSTEM ERROR
XA	A message with an incorrect address was received from the network.	DECLINED SYSTEM ERROR
XB	A message with an incorrect Response Code has been received from the Bank.	DECLINED SYSTEM ERROR
XC	A message with an incorrect Message Type has been received from the Bank OR the message received is greater than 360 bytes.	DECLINED SYSTEM ERROR
XD	The luhn check on a manual card read has failed.	
XE	The month of the expiry date on a manual card read is invalid	
XG	The transaction is not supported by the pinpad.	
XN	Transaction not allowed.	
XT	Configuration required.	
XU	No cashout allowed	
XV	No refund allowed	
XW	No pre-auth allowed	
Z0	General modem error	DECLINED MODEM ERROR
Z1	No dial tone.	DECLINED NO DIAL TONE
Z2	No Answer. The number that was dialled did not answer.	
Z3	Line Busy. The number that was dialled was engaged.	
Z4	No phone number programmed in terminal	

CODE	DESCRIPTION	PINPAD DISPLAY
Z5	Power fail. The terminal has power failed during processing	
Z6	No Carrier. The modem lost carrier during processing	
Z7	No EFT Server. The connection from the client to the EFTSRV is missing.	

Bank Generated Response Codes

*For assistance with the following codes, contact your Bank.

CODE	DESCRIPTION	PINPAD DISPLAY
00	Approved or completed successfully	APPROVED
01	Declined-refer to card issuer • Unable to obtain electronic authorisation • Call for authorisation from appropriate card issue and then complete manual sales voucher if approved.	CONTACT BANK
02	Declined-issuer's special conditions • Unable to obtain electronic authorisation • Call for authorisation from appropriate card issue and then complete manual sales voucher if approved.	CONTACT BANK
03	Invalid sequence number • Power reset terminal • Call Westpac if problems continues	CONTACT BANK
04	Contact Card Issuer • Obtain another form of payment • Cardholder to contact issuing bank	CONTACT CARD ISSUER
05	Do not honour • Obtain another form of payment • Cardholder to contact issuing bank	CANNOT PAY
06	Error • Obtain another form of payment • Cardholder to contact issuing bank	CANNOT PAY
08	Honour with identification. • The transaction is approved if the signature is correct • Cardholder should sign the receipt.	VERIFY SIGNATURE
12	Invalid Transaction • Retry the transaction using a different account • Obtain another form of payment if the problem continues	INVALID TRANS
13	Invalid Amount • Obtain another form of payment • Cardholder to contact issuing bank	CANNOT PAY
14	Invalid card number (no such number) • Obtain another form of payment • Cardholder to contact issuing bank	CONTACT ISSUER
15	No such issuer	DECLINED
21	No action taken	DECLINED
30	Format Error	CALL HELP – FE

CODE	DESCRIPTION	PINPAD DISPLAY
	• Power reset the terminal and retry the sale • Contact Westpac if the problem continues	
31	Bank not supported by switch	CALL HELP – NS
33	Expired card	DECLINED
34	Suspected fraud	DECLINED
36	Restricted card	DECLINED
38	Allowable PIN retries exceeded	DECLINED
39	No credit account • Retry the transaction using a different account • Obtain another form of payment if the problem continues	WRONG ACCOUNT
41	Lost card. • Contact Manual Credit Card Authorisations • Ask for extension 500	CONTACT ISSUER
43	Stolen card • Contact Manual Credit Card Authorisations • Ask for extension 500	CONTACT ISSUER
51	Not sufficient funds • Obtain another form of payment • Cardholder to contact issuing bank	CANNOT PAY
52	No cheque account. • Retry the transaction using a different account • Obtain another form of payment if the problem continues	DECLINED
53	No savings account • Retry the transaction using a different account • Obtain another form of payment if the problem continues	DECLINED
54	Expired card. • Obtain another form of payment • Cardholder to contact issuing bank	CANNOT PAY
55	Incorrect PIN • The cardholder has entered the wrong PIN • Retry transaction with different PIN	INCORRECT PIN
56	No card record • Obtain another form of payment • Cardholder to contact issuing bank	DECLINED
57	Transaction not permitted to cardholder	DECLINED
58	Transaction not permitted to terminal • Obtain another form of payment • Cardholder to contact issuing bank	INVALID TRANS
61	Exceeds withdrawal amount limit • Obtain another form of payment • Cardholder to contact issuing bank	DECLINED
62	Restricted Card • Obtain another form of payment • Cardholder to contact issuing bank	DECLINED

CODE	DESCRIPTION	PINPAD DISPLAY
63	Security Violation • Power reset the terminal and try again.	DECLINED
75	Allowable number of PIN tries exceeded • Retry the transaction. • Seek another form of payment if the problem continues	CANNOT PAY
91	Issuer or switch is inoperative • The bank is unavailable. Retry. • For credit card, check Warning Bulletin. If card checks are valid, use paper voucher. • For Debit card, process as a paper voucher if under the floor limits	ISS NOT AVAIL
94	Duplicate transmission • Obtain another form of payment • Cardholder to contact issuing bank	CANNOT PAY
96	System malfunction • Obtain another form of payment • Cardholder to contact issuing bank	CALL HELP - SE
97	Advises that reconciliation totals have been reset • A settlement has already been attempted within the last 24 hours	SETTLE N/A
98	MAC error * Power reset the terminal and try the transaction again.	SYSTEM ERROR

TMS Generated Response Codes

*For assistance with the following codes, contact your Bank.

CODE	DESCRIPTION	PINPAD DISPLAY
00	Successful TMS request.	TMS LOGON SUCCESSFUL
N8	Terminal cannot get pages from OS necessary for download.	TRAN CANCELLED SYSTEM ERROR N8
N9	Application activation failed.	TRAN CANCELLED SYSTEM ERROR N8
I8	The terminal has not been configured.	TRAN CANCELLED SYSTEM ERROR I8

Argent Error Codes

Argent Basics

The seven segment display on the Argent Terminal Adaptor will light up and will move through a sequence of numbers on start-up. The numbers displayed will be steady when the call is progressing and the configuration downloading normally on the D-channel during start-up. The display will flash continuously if call progress encounters an error condition during start-up.

The table below provides a list of "start-up status codes" that the ATA will display in order of sequence when the power is being applied, the call is being set up and the configuration is being downloaded by the Argent Network Management System (NMS).

Argent Error Codes

Display Interpretation

Building Bars.....Program decompressing into memory
Steady 1 .....Power-on test executing. Dot will pulse on/off
Steady 2 .....D-channel interface active for EFTPOS
Steady 3 .....Pre-configuration in progress, learning identity
Steady 4.....Remote management in progress, configuration
Steady 5 .....Software download in progress
Steady 6 .....Reserved
Steady 7 .....Reserved
Steady 8 .....Reserved
Steady 9 .....Reserved
Steady 0 .....Reserved
Steady dot.....Normal Operation (no fault)

ATA Seven Segment Display Start-up Status Codes

Display Interpretation

Flashing 1.....Power up test fails
Flashing 2.....ISDN connection down
Flashing 3.....No carrier on EFTPOS port
Flashing 4.....Data overrun/underrun on Serial V.24 port
Flashing 5 .....No stations responding to polls on EFTPOS port
Flashing 6 .....Last call attempt failed-Channel
(X.25 fault or Argent server or NMS unavailable)
Flashing 7 .....Not applicable
Flashing 8 .....NMS has no pre-configuration to download
Flashing 9 .....NMS main configuration failure
Flashing 0 .....Not applicable

CLNP error codes

CLNP error codes are reported as XX/YY where XX =Information code and YY=Error code as below:

Info Code Meaning

0 Unspecified
1 Validation failure on incoming Terminal message
2 Not Supported
3 Reserved
4 Reserved
5 Validation failure on sign-on command
6 Successful sign-on
7 Validation failure on sign-off command
8 Successful sign-off

Error Code Meaning

0 No Error
1 Unknown terminal ID
2 Invalid AME
3 Not Supported
4 Not Supported
5 Unknown Host reference
6 (Reserved)
7 Not Supported
8 Destination unreachable
9 Not Supported
10 Not Supported
11-16 (Reserved)
17 Not Supported
18 Not Supported
19 (Reserved)
20 Not Supported
21 Not Supported
22 Undefined Symbolic Host Address
23 Invalid Station for Terminal
24 Invalid Command from Terminal
25 Not Supported
26 Not Supported
27-29 (Reserved)
30 No Data in PDU
31 Not Supported
32 Unknown Host
33 Not Supported

Settlement Receipts and Options

Pre-Settlement Receipt

```
-----------------------
       MERCHANT NAME
     MERCHANT ADDRESS 1
     MERCHANT ADDRESS 2

TERMINAL ID     xxxxxxxx
SEQUENCE NO       999999

PRE SETTLEMENT AS AT
DD/MM/YY  HH:MM   999999

PRE SETTLEMENT SUMMARY

CREDIT CARD
Purch    nnn    $$$$$$$.cc
Ref      nnn    $$$$$$$.cc
        nnn    $$$$$$$.cc

DEBIT CARD (chq/sav)
Purch    nnn    $$$$$$$.cc
Ref      nnn    $$$$$$$.cc
Cash     nnn    $$$$$$$.cc
        nnn    $$$$$$$.cc

TOTALS
Purch    nnn    $$$$$$$.cc
Ref      nnn    $$$$$$$.cc
Cash     nnn    $$$$$$$.cc
        nnn    $$$$$$$.cc

Not For Value Totals

CREDIT CARD
Auth   nnn    $$$$$$$.cc

DINERS
Purch  nnn    $$$$$$$.cc
Ref    nnn    $$$$$$$.cc

AMEX
Purch  nnn    $$$$$$$.cc
Ref    nnn    $$$$$$$.cc

JCB
Purch  nnn    $$$$$$$.cc
Ref    nnn    $$$$$$$.cc

GREETING TEXT 1
GREETING TEXT 2
-----------------------
```

Terminal ID of terminal
STAN

Bank totals for credit and Debit

Totals for non bank affiliated cards.

Settlement Receipt

```
-----------------------
       MERCHANT NAME
     MERCHANT ADDRESS 1
     MERCHANT ADDRESS 2

TERMINAL ID     xxxxxxxx
SEQUENCE NO       999999

PRE SETTLEMENT AS AT
DD/MM/YY  HH:MM   999999

PRE SETTLEMENT SUMMARY

CREDIT CARD
Purch    nnn    $$$$$$$.cc
Ref      nnn    $$$$$$$.cc
        nnn    $$$$$$$.cc

DEBIT CARD (chq/sav)
Purch    nnn    $$$$$$$.cc
Ref      nnn    $$$$$$$.cc
Cash     nnn    $$$$$$$.cc
        nnn    $$$$$$$.cc

TOTALS
Purch    nnn    $$$$$$$.cc
Ref      nnn    $$$$$$$.cc
Cash     nnn    $$$$$$$.cc
        nnn    $$$$$$$.cc

Not For Value Totals

CREDIT CARD
Auth   nnn    $$$$$$$.cc

DINERS
Purch  nnn    $$$$$$$.cc
Ref    nnn    $$$$$$$.cc

AMEX
Purch  nnn    $$$$$$$.cc
Ref    nnn    $$$$$$$.cc

JCB
Purch  nnn    $$$$$$$.cc
Ref    nnn    $$$$$$$.cc

GREETING TEXT 1
GREETING TEXT 2
-----------------------
```

Terminal ID of terminal

STAN

Shift Totals Receipt

```
-----------------------
       MERCHANT NAME
     MERCHANT ADDRESS 1
     MERCHANT ADDRESS 2

SHIFT TOTALS

DD/MM/YY  HH:MM   999999

TERMINAL ID     ttttttttttt

SHIFT TOTAL
SUMMARY

PURCHASE nnn    $$$$$$$.cc
CASH OUT nnn    $$$$$$$.cc
TIPS     nnn    $$$$$$$.cc
REFUND   nnn    $$$$$$$.cc


NET      nnn    $$$$$$$.cc

OFFLINE  nnn    $$$$$$$.cc

------------------------
```

Totals calculated by terminal

Receipt Layouts

Logon Receipt

```
--------------------------
       MERCHANT NAME
     MERCHANT ADDRESS 1
     MERCHANT ADDRESS 2

TERMINAL ID         tttttttt
SEQUENCE NO           999999

**********************
dd/mm/yy               hh:mm


LOGON SUCCESSFUL

PLEASE RETAIN FOR
YOUR RECORDS

GREETINGLINE 1
GREETINGLINE 2
--------------------------
```

System Trace Audit Number

If a response is received from the host within the allowed communication timeout period, then the date from the host's response message shall be printed, otherwise the terminal's local date shall be printed.

APPROVED - otherwise error lines

Debit Card Receipt

```
--------------------------
       MERCHANT NAME
     MERCHANT ADDRESS 1
     MERCHANT ADDRESS 2

       CUSTOMER COPY

TERMINAL ID         tttttttt
CARD              cccccc…ccc
ACCT TYPE            YYYYYYY

tttttttt       AUD $$$$$$.cc
Cccccccc       AUD $$$$$$.cc

TOTAL        AUD    $$$$$$.cc


dd/mm/yy               hh:mm


APPROVED                 00
AUTH NUMBER            aaaaaa

GREETING LINE 1
GREETING LINE 2
--------------------------
```

Card number

Where YYYYYY is either Credit or Debit

tttttttt - Purchase, Refund / $$$$$$.cc - Transaction amount

Cash out (only appears if a cash out amount is present)

Total transaction record amount. For a two part transaction, it shall be the sum of both the purchase and cash out amounts. The "AUD" shall be printed immediately to the left of the most significant digit.

If a response is received from the host within the allowed communication timeout period, then the date from the host's response message shall be printed, otherwise the terminal's local date shall be printed.

Approved or Declined Text

Where aaaaaa is the Auth number returned from the bank

Merchant Receipt for signature

```
--------------------------
       MERCHANT NAME
     MERCHANT ADDRESS 1
     MERCHANT ADDRESS 2

       CUSTOMER COPY

TERMINAL ID         tttttttt
CARD              cccccc…ccc
ACCT TYPE            YYYYYYY

tttttttt       AUD $$$$$$.cc
Cccccccc       AUD $$$$$$.cc

TOTAL        AUD    $$$$$$.cc


X_____________________
          SIGNATURE

dd/mm/yy                hh:mm


APPROVED                    00
AUTH NUMBER            aaaaaa

GREETING LINE 1
GREETING LINE 2
--------------------------
```

Card number
Where YYYYYY is either Credit or Debit

tttttttt - Purchase, Refund / $$$$$$.cc - Transaction amount
Cash out (only appears if a cash out amount is present)

Total transaction record amount. For a two part transaction, it shall be the sum of both the purchase and cash out amounts. The “AUD” shall be printed immediately to the left of the most significant digit.

If a response is received from the host within the allowed communication timeout period, then the date from the host’s response message shall be printed, otherwise the terminal’s local date shall be printed.
Approved or Declined Text
Where aaaaaa is the Auth number returned from the bank

Trouble Shooting

Installation Problems

PINpad offline
The most common reason for this error message is that the PINpad is not connected to the PC correctly.

- Check the power to the PINpad. The PINpad should be showing something on its display screen.
- Check the PINpad is connected to the COM port on the PC
- Check that the PC-EFTPOS Client Settings is configured to use the correct COM port, usually COM1.

No Response from bank to logon
- Check the terminal and merchant ID from the logon receipt
- Have the bank verify that the terminal ID being used is setup on the bank system
- If the TID is correct at the bank, check the EFTSRV settings to ensure the message is being sent to the correct bank.

Client Offline
This error means that one of the following has occurred:
- The most common cause of this error on a correctly installed machine is that there are more than one application running that uses our EFTPOS system. Examples are the POS system and our test POS system. There can only be one POS running. Shutdown any other applications that may also use EFTPOS.
- The EFT client is not running (or installed). Check if the client icon (little cents sign) is on the task bar near the clock. (Warning…. Not all POS system shows the task bar). Start client by rebooting POS.

Certain cards won't process
If the EFTPOS system only fails on Refunds, American Express or Diners cards or Cash Out the bank may have disabled them. Check with the bank to see if they are enabled on your terminal settings.

Hardware Problems

Hardware error troubleshooting
- Try to access one of the supported functions by pressing the function key
- If the PINpad goes into maintenance functions the PINpad hardware is working
- If the PINpad will not respond, it is probably broken
- Check power & cables
- If possible try another PINpad on this power point
- If there is still no activity on the PINpad screen the PINpad is probably broken

PINpad issues that may require a replacement
- Card reader fails card reading on call cards
- PINpad has been dropped and the display is smashed
- Missing keys on keyboard
- Non-responsive keys on keyboard. Re-power on PINpad and try keys again before replacing
- If the PINpad display contains the text APPLI NOT OK, then the PINpad has lost its software. Return the PINpad for repair
- If the terminal response code 63 or 96 after an RSA logon, the PINpad has lost its keys. Return the PINpad for repair.

Communication Problems

The most common reason for a **P66 modem** line to fail is that it is not communicating to the PC. All parameters can be altered manually but if any are wrong it's advised to re-run the installation wizard and answer the questions correctly.

- Ensure all cables are plugged in correctly
- Check that the modem is getting power. The power indicator on the power pack is on. The modem will click while connecting & disconnecting to the power supply
- Check that the modem is connected to a COM port on the PC
- Ensure the correct COM port is configured in EFT server (Lines tab)
- If you are using a PABX line (ie dial 0 for outside line) the number dialled will need to be prefixed eg 0,1800032027

Common Dial-up Errors
No Dial Tone ~ Check the phone is connected
Line Busy ~ Check phone number and PABX
No Answer ~ Check phone number and PABX
No Carrier ~ Check modem settings to see if correct for this bank

Argent Line
An Argent line needs to be configured to run the AABP Protocol at 9600bps. Ensure that Telstra installs this type of line. Telstra will provide an Argent Terminal Adaptor (ATA) and an ISDN line.

Argent Terminal Adaptor Connection to the PC
The Argent TA must be connected to the PC

- Via a 25-pin (V.24 port on TA) to 9-pin (COM port on PC) standard RS-232 modem cable (available from any PC or Electronics Store)

This connection will fail if….

- The cable is incorrect, you CANNOT use a null-modem cable (type 1), and you must use a standard RS232 modem cable.
- The incorrect COM port is configured for the Argent line in EFT server (lines tab)

If the Argent ATA display is a steady dot, then the Argent ATA is configured for AABP and is ready to be connected to the PC running the EFTSRV software.

CLNP Errors
If the EFTSRV can communicate with the ATA, then errors will be reported via CLNP error codes on the display receipt. (Refer to error codes on page 25)

The most common errors are:
X8 CNP 01 08 ~ this means that the Argent systems can't communicate with the bank. Check the POS ame and the Host Address, and then call Telstra.

X8 CNP 01 01 ~ this means that the POSAME is wrong. Confirm it with Telstra.

Who to Contact for Help

For a financial Transaction enquiry:
Westpac Help Desk
1800 029 749

For hardware and software assistance:
Your POS vendor

Credit Card Authorisations
Visa MasterCard 1800 999205
Amex & JCB 1300 363 614
Diners 1800 331 112

For assistance with Argent:
Telstra Argent Help Desk
1300 137 100 option 4

PC-EFTPOS
(02) 9998 9800
Monday to Friday 9am to 5pm
Email: support@pceftpos.com.au
Web: www.pceftpos.com.au
The web site contains full installation diagrams and instructions.